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ABSTRACT

As part of the program evaluation and review process at William Rainey Harper College (WRHC) in Palatine, Illinois, a follow-up study was conducted of students who had successfully completed four or more courses in the college's Food Service Management Program between 1985 and 1990. Questionnaires were mailed to 176 former students. Study findings, based on a 43% response rate, included the following: (1) the average age of the respondents at the time of enrollment was 21.6 years; (2) 54% of food service students were male, 8% were minority, and 23.5% lived out of the school district; (3) respondents typically attended WRHC for 3 years and achieved an average grade point average (GPA) of 2.84; (4) only 57.5% of the respondents graduated from WRHC; (5) 85% of the respondents were employed, and 68% were employed full-time; (6) only 6.7% of the employed respondents who sought food-service employment were in non-food service fields; (7) the most common employment among respondents was in food service and food production, for which students earned an average annual salary of $24,000; (8) 72% of the respondents reported being satisfied in their jobs, while 12% were dissatisfied; (9) 51% of the employed respondents were working within the district area; (10) respondents rated general education skills acquired at WRHC as more important than technical skills; (11) respondents rated all WRHC courses between very beneficial and beneficial; and (12) 27% of the respondents were currently enrolled in another institution. Tabulated responses and the survey instrument are included. (PAA)

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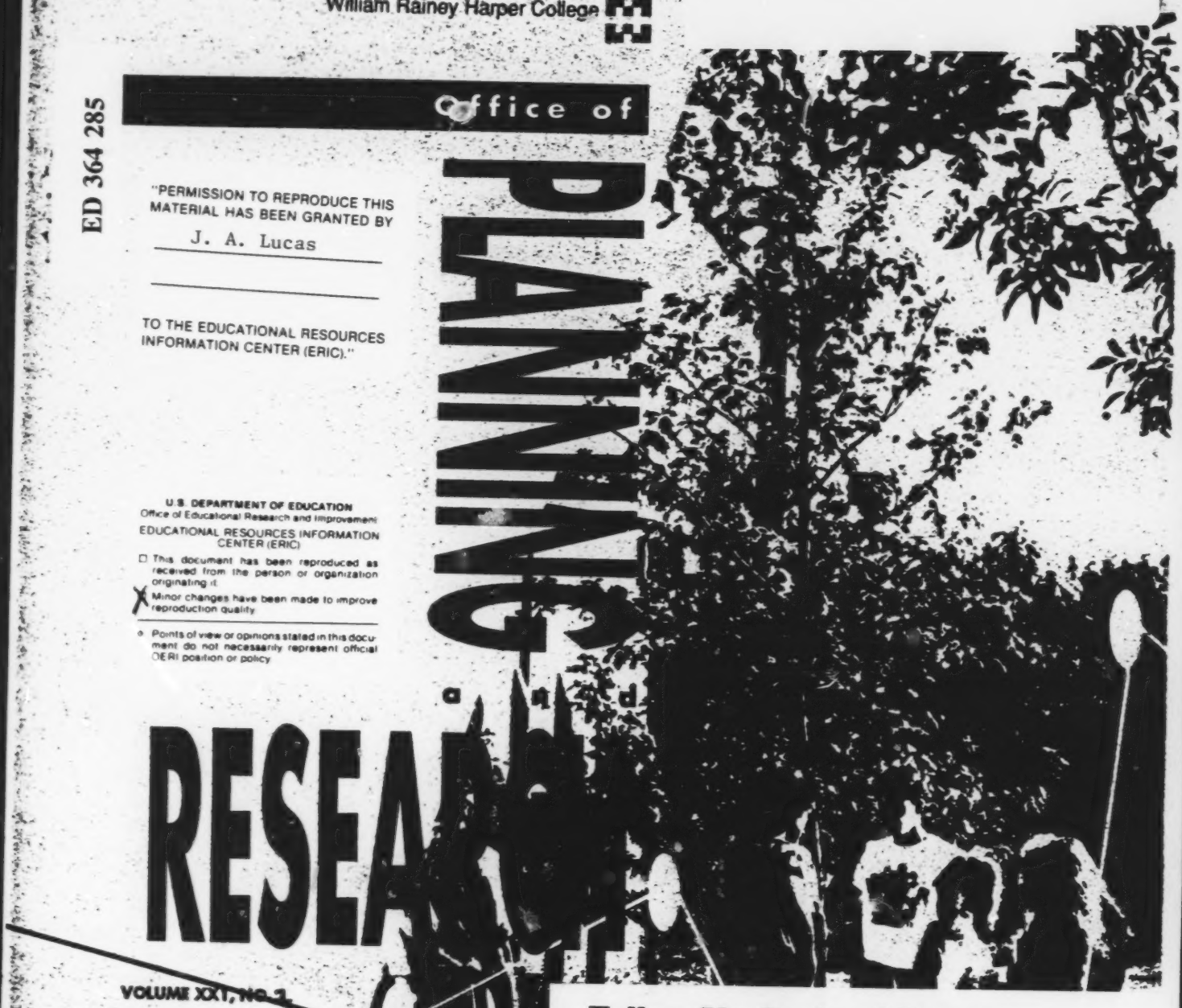

VOLUME XXI, NO. 1
SEPTEMBER 1992

Follow-Up Study of Former Food Service Management Students 1985 - 1990

J.A. Lucas, Director
Office of Planning and Research

Patrick J. Beach, Coordinator
Hospitality Management

JC 940 002

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A B S T R A C T

THE PURPOSE OF THIS STUDY WAS TO FOLLOW-UP FORMER FOOD SERVICE MANAGEMENT STUDENTS AS A PART OF THE EVALUATION AND PROGRAM REVIEW PROCESS. SURVEYS WERE MAILED TO ALL 176 STUDENTS WHO HAD PASSED 4 OR MORE COURSES IN FOOD SERVICE MANAGEMENT BETWEEN 1985 -1990. AFTER APPROPRIATE FOLLOW-UP, 75 COMPLETED SURVEYS WERE RECEIVED FOR A 43 PERCENT RESPONSE RATE. THERE WAS AN ABNORMALLY LARGE PORTION OF THE SURVEY POPULATION WHICH COULD NOT BE LOCATED. THESE STUDENTS TENDED TO BE YOUNGER PRE-SERVICE AS OPPOSED TO OLDER STUDENTS ALREADY WORKING IN THE FIELD.

RESULTS OF THE SURVEY SHOWED THAT ALMOST ALL THE FORMER FOOD SERVICE MANAGEMENT STUDENTS WERE ABLE TO FIND EMPLOYMENT OR LIFE SITUATIONS THEY PREFERRED. THEY ARE MOST FREQUENTLY EMPLOYED IN RESTAURANTS OR CORPORATE FOOD SERVICES AS FOOD SERVICE OR FOOD PRODUCTION EMPLOYEES.

THEIR AVERAGE SALARY IS A LITTLE LOWER THAN THE ALL CAREER ALUMNI AVERAGE BUT THAT WOULD BE EXPECTED SINCE THEY ARE YOUNGER THAN MOST CAREER ALUMNI. THEY ARE WELL SATISFIED AND WELL PREPARED FOR THEIR JOBS. INTERESTINGLY, GENERAL EDUCATION SKILLS SEEM MORE IMPORTANT TO THEM THAN MORE TECHNICAL SKILLS. THEY BELONG TO A WIDE VARIETY OF PROFESSIONAL ASSOCIATIONS AND OFFERED A LARGE NUMBER OF SUGGESTIONS FOR IMPROVEMENT OF THE CURRICULUM.

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Purpose

The purpose of this study was to follow-up former Food Service Management students as part of the evaluation and program review process. The Coordinator of the Food Service Program requested the study.

Methodology and Population Surveyed

Students who had passed 4 or more Food Service Management courses between 1985 and 1990 were identified as the survey population. A total of 176 students met this criteria. The survey instrument shown in the appendix was developed jointly by the Office of Planning and Research and the Coordinator of the Food Service Program. This survey was mailed to all 176 students in the study population and after two follow-up mailings to non-respondents, 75 completed surveys were received for a 43 percent response rate. At first this seems like a low response rate but 40 percent of the population could not be located as mail was returned non-forwardable and they could not be located in the Chicago area telephone books. Among those who could be located, 71 percent responded which is much more acceptable.

The average age of the respondents was 21.6 with two-thirds being under the age of 21. In terms of intent, 51 percent are seeking a job after finishing at Harper, 21 percent are preparing to transfer and 14 percent are exploring careers. Only 8 percent are seeking to improve job skills. Thus, Food Service Management students compared to other career students tend to be younger pre-service students as opposed to older students already employed in the field. In addition, Food Service Management students tend to be more likely male (54% vs. 45% in general population) less likely minority (8% vs. 12-17% in general population) and more likely live out-of-district (28-1/2% vs. 15% in general population).

Some 28-1/2% of these students transferred in credits from other colleges when they entered Harper and this is typical of all entering students. Their GPA averages about 2.84 and they typically attend for 3 years and this is comparable to other career students. Only 57-1/2 percent graduate from Harper which seems low for students who have already passed 4 or more Food Service Management courses. This would indicate for many students the skills and specific knowledge are more important for getting the job they want than attaining a degree first.

Discussion of Results

Follow-up results of the survey indicated that 85 percent were employed and 68 percent were employed full time. Only 2.7 percent were unemployed and looking for a job. Moreover, only 6.7 percent were in a non-preferred situation meaning working in a non-related field when they prefer to be in food service, working part-time when they prefer full time or being unemployed when they want a job. Thus, these students being fairly well along in the Food Service Management Program are able pretty much to get the situation they want upon leaving Harper.

These students are hired most frequently by restaurants and corporate or institutional food services. Food suppliers hire a fairly large number. The most frequent type of jobs held are food service and food production. The average salary of these former students is $24,400 which is a little less than the $26,400 earned by all career alumni who have been gone from harper for 6 or 7 years. Since Food Service Management students tend to be younger pre-service, the lower salaries would be expected. In terms of how this survey population likes their job, 72 percent report they are satisfied, 16 percent are neutral and 12 percent are dissatisfied. This is close to how all career alumni feel about their jobs. Some 51 percent of those

Discussion of Results (continued)

employed work in-district while 13 percent have moved out-of-state for their job. This latter percent is high but might reflect the young age of the Food Service Management students who are freer to leave the area for jobs.

Considering management skills, 56 percent report they regularly supervise the work of others. When asked how they found their jobs, 70 percent said they found their job either on their own, through friends or by looking at newspaper ads. Only 8 percent worked on the same job as when they first entered Harper. This low percentage reflects the young age of the students in the program.

Twelve skills were rated as to their importance on the student's present jobs. General education skills were rated as more important than more technical skills. Oral communications, motivation of people and problem solving abilities were most important and were rated halfway between very important and important. Realistic exercises simulating industry, culinary skills and legal requirements were least important but were still rated halfway between important and somewhat important. These same skills were rated as to how well students felt they were prepared by Harper in each of these areas. These former students said they were well prepared in all 12 skill areas and there was very little difference between skills.

All the courses in the program were evaluated as to their benefit to the former students. All courses were rated between very beneficial and beneficial. Food Standards and Sanitation was the course rated as most beneficial.

Some 27 percent of the former students were currently enrolled in another college and another 13 percent planned to return to college within the next year. One third of this survey population belonged to 16 different professional associations. In only one third of these cases were the former students also active in their professional associations. A total of 35 students (47%) offered suggestions for improvements in the curriculum.

Major Conclusions

Almost all the former Food Service Management students were able to find employment or life situations they preferred. They are most frequently employed in restaurants or corporate food services as food service or food production employees. Their average salary is a little lower than the all career alumni average but that would be expected since they are younger than most career alumni. They are well satisfied and well prepared for their jobs.

Interestingly, general education skills seem more important to them than more technical skills. They belong to a wide variety of professional associations and offered a large number of suggestions for improvement of the curriculum.

Information on Food Service Management Students
Attending Between Fall 1985 and Summer 1990

Degree Earned	N	PCT
No	75	42.6
Yes	101	57.4
Total	176	100.0

Degree Status - by Hours:		
No Degree	75	42.6
Less than 12	3	1.7
Between 13-23	20	11.4
Between 24-35	15	8.5
Between 36-47	20	11.4
48 or more	17	9.7
Degree Earned	101	57.4
48 and more	65	36.9
Under 48	36	20.5

Average Cumulative Hours: 45.8

Type of Major		
Career	156	88.6
Career/FSM Major (% of Career Majors)	148	94.9
Transfer	20	11.4

Transfer Students - Number of Credits Transferred		
1 to 9 credit hours	18	36.0
10 to 15 credit hours	9	18.0
16 to 20 credit hours	7	14.0
21 or more credit hours	16	32.0

Average transfer in credit hours: 15.6
Number transfer in credit hours: 126

Registered Until:		
Two semesters	13	7.4
One year	30	17.0
Two years later	42	23.9
Three years later	35	19.9
Four years later	16	9.1
Five years later	9	5.1
Six years later	12	6.8
Seven years later	9	5.1
Eight years later	3	1.7
Nine years later	1	.6
Ten years later	1	.6
Eleven years later	2	1.1
Twelve years later	3	1.7

Information on Food Service Management Students
Attending Between Fall 1985 and Summer 1990 (continued)

	N	PCT
Age of students		
Number of students	176	100.0
Average Age ---------- 21.6		
Under age 21	118	67.0
Over age 21	58	33.0
Average GPA ---------- 2.84		
GPA's 3.00 or above	83	47.2
GPA's under 2.00	18	10.2
Marital Status		
Married	3	50.0
Single	3	50.0
Unknown	170	
Gender		
Male	95	54.0
Female	81	46.0
Residence		
In-District	126	71.6
Out-of-District	45	25.6
Out-of-State	5	2.8
Reason for Attending		
Future Job	79	50.6
Improve job skills	12	7.7
Explore courses	21	13.5
Prepare for transfer	32	20.5
Review basic skills	1	.6
Personal interest	7	4.5
Other intent	4	2.6
High School Rank		
First quarter	24	16.9
Second quarter	45	31.7
Third quarter	60	42.3
Fourth quarter	13	9.2
Race/Ethnic		
Asian, Pacific Island	2	1.2
American Indian	1	.6
Black American	3	1.8
Hispanic American	3	1.8
Other Minority	2	1.2
White American	155	91.7
Foreign Student	3	1.8
Unspecified/Refused		
Graduation Status at Harper		
Graduated with an AA degree	9	12.0
Graduated with an AS degree	3	4.0
Graduated with an AAS degree	21	28.0
Graduated with a Certificate	13	17.3
Did not graduate from Harper	29	38.7
Total	75	100.0

Present Status	N	PCT
Employed full time but not enrolled in college	44	58.6
Employed full time and enrolled in college part time	5	6.7
Employed full time and enrolled in college full time	2	2.7
Enrolled in college full and employed part time	5	6.7
Enrolled in college full time but not employed	2	2.7
Enrolled in college part time and employed part time	4	5.3
Employed part time but not enrolled in college	4	5.3
Enrolled in college part time but not employed	2	2.7
In the armed forces	2	2.6
Unemployed/not enrolled but seeking employment	2	2.7
Homemaker - not employed - not enrolled in college	2	2.7
Not employed - not enrolled in college - not seeking employment for other reasons/illness, transition, etc.	1	1.3
Total	75	100.0

Education Goals		
Enrolled in college full time	9	12.0
Enrolled in college part time	11	14.7
Plan within the next year to return to college	10	13.3
Plan to return to college some day	17	22.7
Presently enrolled in a specific training program	4	5.3
Have completed educational plans	7	9.3
Education plans are unknown at this time	12	16.0
Do not intend to seek further education or training	5	6.7
Total	75	100.0

College and Majors of Former FSM Students

Roosevelt University - Hospitality Management
Southern Illinois University - Hotel, Restaurant and Travel Admin.
Southeastern, Iowa - Nutrition
Kendall - Culinary Arts
University of Wisconsin, Stout - Hospitality/Tourism
Roosevelt University - Hospitality
University of Wisconsin, Stout - Hospitality/Tourism
Illinois Southern University - Speech Communication
Roosevelt University - Hospitality Management
Northern Illinois University - History/Education
Tallulah Vocational College
Southern Illinois, Carbondale - Masters, Vocational Education
Roosevelt University - Hospitality

Reason for Not Graduating from Harper College	N	PCT
Job demand	6.83	23.6
Transferred to another college	4.33	14.9
Had taken all the courses originally wanted to take	3.00	10.3
Have moved	2.33	8.0
New job opportunity	2.33	8.0
Saw no relationship between courses and personal, occupational or educational goals	2.00	6.9
Entering military service	2.00	6.9
Family responsibilities	1.33	4.6
Personal problems	1.00	3.5
Personal/Financial Problems	1.00	3.5
Marriage	1.00	3.5
Became frustrated with the program	1.00	3.5
Problem in financing future education	.5	1.7
Still attending Harper	.33	1.1
Total	29	100.0

Reason for Working Part Time - Those Employed Part Time	N	Pct
Part time job is temporary while attending college or in a transitional part of life	7	53.8
Prefer to work part time	4	30.8
Could not find full time job in field and part time was only way to work in field	1	7.7
Quit full time job because of dissatisfaction	1	7.7
Total	13	100.0

Self Employment		
Self employed - full time	8	10.7
Self employed - part time	8	10.6
Not self employed	59	78.7
Total	75	100.0

Description of Present Employer		
Restaurant	16	24.3
Corporation or Institutional Food Service	14	21.2
Food Supplier	8	12.1
Hotel Food and Beverage	3	4.6
Bakery	3	4.5
Food Service Equipment and Design	1	1.5
Job not related to food service	21	31.8
Total	66	100.0

Description of Present Job		
Food Service	19	28.8
Food Production	14	21.2
Manager of Food Service Employees	4	6.1
Food Supplier	3	4.6
Baked Goods Production	3	4.5
Variety of Food Service Activities	1	1.5
Not Related to Food Service Management	22	33.3
Total	66	100.0

Reason for Job Not Being Related to Food Service Management		
Found better paying job in another field	6	27.3
Preferred to work in another field	5	22.7
Temporary job while in transition	5	22.7
Worked previously in food service management field but changed	4	18.2
Took job to get preferred working hours	1	4.6
Could not find job in food service management field	1	4.5
Total	22	100.0

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Types of Other Employers Related to FSM

- Service related business, but work in the office
- Food service equipment and design

Types of Employers Not Related to FSM

- Plastic recycling
- Public safety testing corporation
- Reservations
- Retreat center
- Construction
- Bar-B-Que Manufacturing Company
- Electronics
- Education
- Van driver
- Military motor vehicle operation
- Nursing home and rehabilitation center
- Mfg. of clothing & sporting goods
- Ticket broker
- R and D for hearing
- Magnesium Die Casting
- Computer manufacturer
- Work for church
- Did not specify - 3

Type of Jobs Related to FSM

- Restaurant Management
- Management of Operations
- Unit Manager
- Retail Food Management
- All facets of food service

Type of Jobs Not Related to Food Service Management

- I do some of the general office work, but my main function is upper management and the coordination of office work flow. I do some purchasing of office equipment and supplies. I update office equipment and software as needed. I also direct the office manager and schedule ongoing education for all departments.
- Secretarial with computer emphasis
- Military motor vehicle operator
- Public safety engineer
- Business
- Purchase necessary items for production
- Sales
- Construction
- Responsible for running of our production department
- Designing and painting shirts, and other crafts
- Magnesium die casting
- Education
- Supervise inventory
- Computer operator
- Van driver

Annual Salaries of Those Employed Full Time	N	PCT
$ 7,000 - $ 8,999	1	2.0
$10,000 - $11,999	2	3.9
$12,000 - $14,999	4	7.8
$15,000 - $19,999	9	17.6
$20,000 - $24,999	14	27.5
$25,000 - $29,999	12	23.5
$30,000 - $34,999	3	5.9
$35,000 - $39,999	4	7.9
Over $50,000	2	3.9
Total	51	100.0
Median	$23,214	
Mean	$24,392	

Satisfaction Level with Job	Satisfaction Index	N	PCT
Very Satisfied	+2	24	35.3
Satisfied	+1	25	36.8
Not sure	0	11	16.2
Dissatisfied	-1	5	7.3
Very Dissatisfied	-2	3	4.4
Total		68	100.0
Average Satisfaction Index		.91	

Geographic Area Where Employed	Distance Index	N	PCT
Downtown Chicago	+2	3	4.3
Outer fringes of Chicago	+1	5	7.3
Harper District	0	35	50.7
Other Chicago Area Suburbs	+1	8	11.6
Within 49-100 miles of Chicago	+3	7	10.1
Illinois - more than 100 miles from Chicago	+4	2	2.9
Outside Illinois	+5	9	13.1
Total		69	100.0
Average Distance Index		+1.35	

Outside Illinois Locations

- Arizona -- 2
- Colorado -- 2
- Wisconsin
- Louisiana
- Florida
- Hawaii
- Japan

Importance of Skill Areas in Present Job	N	Average Importance Index*
Oral Communications	69	1.36
Motivation of People	68	1.54
Problem Solving Abilities	69	1.57
Cost Control Concepts and Skills	69	1.83
General Management Skills	66	1.85
Ability to Coordinate Work with Various Depts.	68	1.88
Purchasing Skills	69	2.06
Training Line Personnel	67	2.07
Written Communication	67	2.09
Legal Requirements of Operations	68	2.38
Culinary Skills and Knowledge	70	2.46
Realistic Exercises Simulating Industry	63	2.57

*Important Index: 1 = very important
2 = important
3 = somewhat important
4 = not important

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Degree of Preparation by Harper in Skill Area	N	Average Preparedness Index*
Cost Control Concepts and Skills	71	1.87
Purchasing Skills	73	1.88
Motivation of People	70	1.90
Culinary Skills and Knowledge	69	1.90
Problem Solving Abilities	69	1.91
General Management Skills	71	1.92
Written Communication	70	1.93
Oral Communication	70	1.94
Training Line Personnel	68	2.10
Legal Requirements of Operations	69	2.13
Ability to Coordinate Work with Various Depts.	68	2.16
Realistic Exercises Simulating Industry	68	2.21

*Preparedness Index: 1 = very well
2 = well
3 = barely adequate
4 = poorly

Extent to Which Employed Former Students Manage Other People	N	PCT
- Supervise or manage the work of over 20 people	10	15.2
- Supervise or manage the work of 11-20 people	4	6.1
- Supervise or manage the work of 5-10 people	8	12.1
- Supervise or manage the work of 1-4 people	15	22.7
- Occasionally is a team leader/supervise some people	20	30.3
- Never supervise/manage the work of others	9	13.6
Total	66	100.0
Average number of people supervised	6.3	
Median number	1.7	

How Former Student Found Job	N	PCT
Found job on their own	19.5	30.5
A friend or relative helped	14.83	23.2
Newspaper ad	10.5	16.4
Working at same job as when first enrolled at Harper	5.0	7.8
Employer found student	4.0	6.2
Coordinator of program helped	2.5	3.9
Through temporary employment service	2.33	3.6
Harper Placement Service	2.0	3.1
Private employment agency	1.33	2.1
Placement of another college or high school	1.0	1.6
Professional association's placement service	1.0	1.6
Total	64	100.0

Benefit of Food Service Management Courses to These Former Students		N	Aver. Index* of Benefit
FSM/114	Food Standards and Sanitation	71	1.10
FSM/212	Food Service Supervision	49	1.43
FSM/230	Hospitality Law and Risk Management	25	1.48
FSM/110	Advanced Quantity Culinary Arts	12	1.50
FSM/109	Basic Quantity Culinary Arts	17	1.53
FSM/108	Advanced Quantity Bread and Pastry	11	1.55
FSM/211	Purchasing and Storage	59	1.59
FSM/214	Cost Control	53	1.60
FSM/213	Seminar and Internship	32	1.62
FSM/112	Quantity Food Production	53	1.62
FSM/113	Quantity Food Service	51	1.67
FSM/107	Basic Quantity Bread and Pastry	12	1.67
FSM/210	Hospitality Facility Maintenance	10	1.70
FSM/215	Restaurant Layout and Equipment	53	1.74
FSM/216	Introduction to Wines and Spirits	13	1.77
FSM/111	Introduction to Food Service	69	1.86
FSM/115	Menu Planning	69	1.88

*Index of Benefit: 1= Very Beneficial
2= Beneficial
3= Of Little or No Benefit

Professional Association Membership	Member Not Active	Member and Active
- Illinois Food Service Association	5	2
- Sanitation	2	-
- American Food Service Association	1	1
- National Restaurant Association	1	1
- Florida Restaurant Association	1	-
- Florida Hotel and Motel Association	1	-
- Illinois School Food Association	-	1
- American School Food Association	-	1
- Jewel Meat Cutters Union	1	-
- Institute of Food Technologists	1	-
- Home Economists in Business	1	-
- Association of Microbiologists	1	-
- Mt. Vernon Hospitality Association	-	1
- HWWA	-	1
- Junior Branch - Illinois Restaurant	1	-
- International Food Service Executive Asso. Student Branch	1	-
Total	17	8

Names and Addresses of Employers

First Asst. Manager
McDonald's Corporation
1450 Busse Road
Elk Grove, Ill. 60007

Co-Manager
Wendy's International, Inc.
210 Town Line Road
Vernon Hills, Ill. 60061

V. P. Office Administration
Tek, Inc.
4801 Prime Parkway, P. O. Box 1600
McHenry, Illinois 60051

North Shore Rent-A-Writer
Hawthorn Suite Hotel
Ten Westminster Way
Lincolnshire

Names and Addresses of Employers (continued)

Food and Beverage Manager
Terry's Mexican
410 East Hawley Street
Mundelein

United States Marine Corps.
Temporary Office Clerk/Several Agencies
Deli Clerk, Jewel Food Store

Supervisor, Food Works Department
Motorola, Inc
1475 West Shure Drive
Arlington Heights, Ill. 60004

SIU/Handicapped Van Driver
SIU/C Travel Service
Carbondale
Illinois

Manager
Wag's Restaurant
375 E. Palatine Road
Arlington Hgts., Ill.

Dietary Aide
Montabello Nursing Home
Hamilton
Illinois

Cashier
Magic Wok
One Schaumburg Place
Schaumburg, Illinois

Cook
Governor's Park
1420 South Barrington Road
Barrington, Illinois

Food Technologist
Orval Kent Food Company
120 West Palatine Road
Wheeling, Illinois 60090

Reservation Sales Rep.
United Airlines
Chicago
Illinois

Proprietor/Self-Employed
David J. Burke Catering

Food Service Specialist
U.S. Army, 25th FA/DET
Schefield Bks.
MI 96850

Office Help
Resource Recover
301 North Elm Street
Tallulah, La., 71282

Food Service Management
Buffalo Grove High School
1100 West Dundee Road
Buffalo Grove, Illinois

Shift Manager
Wendy's International
Oakbrook Terrace
Illinois

Service Bookkeeper
Motorola
1501 Shure Drive
Arlington Hgts., Ill.

Engineering Associate
Underwriters Laboratories
333 Pfingsten Road
Northbrook, Ill. 60062

Sauce Chef/Canteen Corporation for
Scott Forsman Company
1300 East Lake Street
Glenview, Illinois

Manager
Chili's Restaurant
Stratford Square
Bloomingdale, Illinois

Assoc. Admin. Secretary
Allstate Insurance Company
2775 Sanders Road
Northbrook, Ill. 60062

Operations Manager
Patisserie of Arlington
216 S. Arlington Hgts. Road
Arlington Heights, Ill. 60005

Instructor, Culinary Arts
Rend Lake College
South Oasis 149
Ina, Illinios 62846

Asst. Manager
Lake County Packing, Inc.
Long Lake, Illinois

Owner/Brads R. Dogs
24920 75th Street
Paddock Lake, Wi., 53168

Names and Address of Employers (continued)

Convention Services
Marriott Suite Elk Grove
121 Northwest Point Blvd.
Elk Grove, Ill. 60067

Service Manager
Marriott Mgmt. Services
321 North Clark Street
Chicago, Ill. 60610

Server/Host
The Olive Garden Restaurant
630 East Rand Road
Arlington Hgts., Ill. 60004

Cake Decorator
CUB Foods
Alpine Road
Rockford, Ill. 61103

Decorator
Turano Pastry Shop
Bloomingdale Road
Bloomingdale, Ill.

Asst. Food Service Manager
Palatine High School, Dist. 211
1111 N. Rohlwing Road
Palatine, Ill. 60067

Food Preparation
Canteen Corporation
216 W. Diversey
Elmhurst, Ill. 60126

Banquet Server
Marriott/Elk Grove Suites
Elk Grove
Illinois

Salad Maker
Bakers Square Restaurant
8581 Dempster
Niles, Illinois

Line Cook/Waiter
Bay Street Restaurant
2000 E. Golf Road
Schaumburg, Ill. 60193

Project Coordinator
Ade Restaurant Services
23 West Fullerton Avenue
Addison, Ill. 60101

Lunt Manufacturing

Owner/Operator
Self-Sally Gailloreto
300 Park Blvd., Suite 195
Itasca, Ill. 60143

Food Serv. Manager/Rustoleum Corp.
Service America Corporation
11 Hawthorn Parkway
Vernon Hills., Ill. 60061

Purchasing Clerk
Y. K. K.
2165 Shermer Road
Northbrook, Ill.

First Floor Supervisor
Lakeside Center
401 Country Club Road
Crystal Lake, Ill. 60014

Office Supervisor/Marketing Supvr.

Self Employed/Shirt Designed/Painter

Trainer
McDonald's
188 E. Dundee Road
Wheeling, Ill. 60090

Hotside Team Supervisor
Sizzler
Dundee Road
Palatine, Ill. 60067

Manager
Garibaldi's
2346 Higgins Road
Hoffman Estates, Ill. 60195

Production Manager
Ettmotic Research
61 Martin Lane
Elk Grove, Ill.

Director of Catering
ARA/Services - Amoco Building
200 E. Randolph
Chicago, Ill. 60601

Night Manager
Jewel Food Store
547 Liberty Street
Wauconda, Ill.

Inspector of SONY Models
Sony Corporation
285 Fullerton
Carol Stream, Ill

Names and Addresses of Employers (continued)

Self-Contained BD Teacher
School District 21
999 W. Dundee Road
Wheeling, Ill. 60090

Owner
Mirabell Restaurant
3454 West Addison
Chicago, Ill. 60618

Asst. Chef
Service America/Hewlett Packard
Rolling Meadows
Illinois

Inventory Control Supervisor
Apple Computer, Inc.
702 Bandley Drive
Colorado Springs, Colo.

Restaurant Manager/Admin. Asst.
Garibaldi's, Inc.
2318 W. Higgins Road
Hoffman Estates, Ill. 60195

Self-Employed/Owner/Operator
B/T Catering
Scottsdale
Arizona

Suggestions for Change in Curriculum in Food Service
And Additional Courses Which Would Help in Present Situation

- Introduction to tourism - marketing and sales in the hospitality industry - industrial psychology - environmental science.
- I think definitely more use with computers not only with the different courses, i.e., food cost, purchasing would be 2 that would benefit.
- More courses on motivation and leadership skills - more guest speakers who can give feel of school and field experiences.
- I would have liked to have taken the production course years ago but the 6:30 a.m. starting time is not conducive to those of us who have to drive distances or have young children to consider. This course could be offered at a later time. I also feel the lab was not beneficial as to what the course should have been.
- No, but had more courses been offered during the semesters that I needed to take but were not offered until the following semester, I feel I could have finished earlier.
- Would like to see some of the early morning classes in the evening. Difficult to get away from work when classes wanted were only offered during the day.
- Nutrition classes should be a required part of the program, basic computer skills.
- Add more qualified teachers.
- More classes available in early evening.
- Larger selection of night time courses for part-time students.
- An entire course on cake decorating would be very beneficial - cake decorators are paid well but experience is almost always required.
- Like the courses offered - students need more info on the details involved in registering and graduating.
- When I attended Harper I enjoyed all classes and for my purposes found them great.
- Give waivers on courses which I have accelerated in the field.
- Was thinking about coming back to Harper to study accounting which is important.
- Provide students taking computing classes which many food services operations are now using computer for everything.
- Spend more time on problem with employees - high school student - how should their schedule be treated.
- Think you should make Spanish and/or French a mandatory requirement. I think a class or seminar in heating and refrigeration would also be beneficial.
- Expand culinary arts program - numbers could be increased provided the lab is modified - integrate Spanish or another foreign language.
- Sales and/or marketing classes and for those who remain in the food service field, nutrition classes.
- Cake decorating courses

Suggestions for Change in Curriculum in Food Service
And Additional Courses Which Would Help in Present Situation (continued)

- Would like to have Harper devote more to the industry as in residence and professional cooking school.
- Involve more business oriented classes/computer classes/maybe some writing class.
- More classes related to foreign language, particularly Spanish - I can talk fairly well, but other managers have a problem at times.
- Open classes up to other junior colleges so low attendance in Fortran classes, i.e., wines and spirits are open to other students.
- Computer class, front office classes, marketing classes, more supervisor classes and more people skills.
- To get more instructors that care about the program like it seems that you do.
- Adding computer courses to the curriculum would help.
- Would like to see more travel and tourism classes. The buzz word now is "Travel Management" - I enjoy the Hotel/Tourism part of hospitality. I would like to learn all aspects of the travel/hospitality business, car rental, credit card sales, travel agency, meeting planning, airlines, hotel/lodging, food service, presently, no college or university offers classes in all of these areas. The business travel institute starts the very first school to all area except food and beverage starting in February. The classes will be accredited by the State, 90 hours of classroom studies cost $2,500 much too much and I cannot use them towards my degree at Roosevelt.
- More selection of evening courses for full-time employees - part/time students.
- At the time I was enrolled, course availability was not high enough, probably due to low enrollment of that field.
- Should teach the students more about business law.
- Get more classes at night, summer or weekends.
- A course in planning large groups and how to solicit business contacts.
- Guest lecturers to do not only talking, but involve the class with decision making on any given current situation or problem. Simply stated: Lecturer will give the class a real situation or problem and analyze with them all potential actions or solutions in depth to determine what should have been done. After debating <u>why</u> all possibilities would have worked or not, lecturer will expose - what they actually did - whether or not they should have done part or all of it differently, and if so, did someone in the class have the aptitude to be on the right track and why they decided to do what they did.

  Topics could include: Cost Control (Food and Labor)
  Changes in Menu/Theme/Ambiance
  Labor needs relating to job descriptions.
  Advertising plans
  Dealing with competition
  Organizing a new store or department - i.e., room service, catering, brunch, carry-out, delivery
  Buying vs. Leasing - building, trucks, equipment

My overall opinion of my experiences at Harper's Food Service Management Program is excellent. Although I had been in this field several years prior to attending Harper, classes held my interest and were informative and helpful, even today. Although I learned very much with hands-on experience in the field, Harper broadened my thoughts and helped to build my confidence in my own ideas and thoughts and helped in what I have achieved in my catering business for the past three years. If asked if I would go through the program again had I had a chance to do it all over again --- my answer would be YES! I thank you for your interest and wish you best of luck in producing many years of knowledgeable graduates. Robert Peter, P and T Catering, Scottsdale, Arizona.

A P P E N D I X

- Survey Instrument
- Cover Letter

William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398
708-397-3000

December 18, 1991

Dear Former Student:

I hope this letter finds you well, and that you have prospered since leaving Harper both personally and professionally. The Harper College alumni have moved into our industry in many areas. We want to know --

WHAT DO YOU THINK!

The Harper College food service program is changing and analyzing the course work offered. We could use your help in putting together a plan for the program.

We currently are integrating lodging industry information in our courses. harper College has remodeled much of the Palatine campus. Building A is on the list for remodeling and our program has an opportunity to rebuild much of our present facility. Computer applications in the industry seem to be increasing though currently no computer courses are offered through our department. This will not remain without substantial increases in the student enrollments. Secretarial services are provided through the Division Office. Your recommendations concerning these changes would be greatly appreciated.

Our staff has changed with the addition of myself. I hail from Detroit, Michigan where I graduated from a community college, Grand Valley State University, and Central Michigan University. I come with 18 years of Food and Beverage Operations experience and look forward to a long tenure at Harper College.

Any information you supply will be kept strictly confidential and will only be used in combination with answers from other students. The number on the survey enables us to remove your name from the mailing list when your completed response is received. This saves the College the cost of a second follow-up mailing in addition to a follow-up telephone call to non-respondents. For your convenience in returning the questionnaire we have enclosed a self-addressed envelope.

Please feel free to express your concerns and compliments. Harper thanks you in advance!

Sincerely,

Patrick J. Beach
Hospitality Coordinator

jc
Enclosures

FOLLOW-UP OF FORMER FOOD SERVICE MANAGEMENT STUDENTS

1- What is your present status? Check (x) one.

_____ A. Employed full time but not enrolled in college.
_____ B. Employed full time and enrolled in college part time.
_____ C. Employed full time and enrolled in college full time.
_____ D. Enrolled in college full time and employed part time.
_____ E. Enrolled in college full time but not employed.
_____ F. Enrolled in college part time and employed part time.
_____ G. Employed part time but not enrolled in college.
_____ H. Enrolled in college part time but not employed.
_____ I. In the Armed Forces.
_____ J. Unemployed and not enrolled in college but seeking employment.
_____ K. A homemaker not employed nor enrolled in college.
_____ L. Not employed nor enrolled in college for some other reason such as illness or in transition, etc., and not seeking employment.

2- What are your present educational goals? Check (x) one.

_____ A. Presently enrolled full time in a college or university.
College_____ Major_____
_____ B. Presently enrolled part time in a college or university.
College_____ Major_____
_____ C. Plan within the next year to return to college.
_____ D. Plan to return to college some day.
_____ E. Presently enrolled in a specific training program.
_____ F. Have completed educational plans.
_____ G. Educational plans are unknown at this time.
_____ H. Do not intend to seek further education or training.

3- Did you graduate from Harper College? Check (x) one.

_____ A. Yes, with an AA degree
_____ B. Yes, with an AS degree
_____ C. Yes, with an AAS degree
_____ D. Yes, with a certificate
_____ E. No

4- If you did not receive a degree from Harper, indicate why you did not. Check (x) the ONE most appropriate alternative.

_____ A. Have moved
_____ B. Family responsibilities
_____ C. Job demand
_____ D. New job opportunity
_____ E. Personal problems
_____ F. Saw no relationship between the courses and personal, occupational or educational goals.
_____ G. Personal financial problems
_____ H. Marriage
_____ I. Teachers are ineffective
_____ J. Transportation problems
_____ K. Illness
_____ L. Problem in financing further education.
_____ M. Had taken all courses originally wanted to take
_____ N. Harper offered no further courses student wanted
_____ O. Entering military service
_____ P. Educational goals were not defined
_____ Q. Was not challenged
_____ R. Transferred to another college
_____ S. Still attending Harper
_____ T. Did not want to take few remaining courses
_____ U. Did not want to pay graduation fee
_____ V. Became frustrated with the program
_____ W. Did not know I had to petition for graduation
_____ X. Harper did not offer course needed for graduation at time student could attend.
_____ Y. Other (specify)_____
_____
_____

EMPLOYMENT ITEMS

If you are employed full time or part time, please answer the following questions:

5- Give name and address of employed (or self, if self-employed).

_____

_____

_____

Job Title:_____

6- If your present job is part time, indicate why. Please check (x) one.

_____ A. Prefer to work part time.
_____ B. Could not find a full-time job in field and a part-time job is the only way to work in the chosen field.
_____ C. Could not find any full-time job and part-time job was next best alternative.
_____ D. Part-time job is temporary while attending college or in a transitional part of life.
_____ E. Other reason for working part time (specify)_____

_____

7- Are you self-employed? Check (x) one.

_____ A. Yes, full time

_____ B. Yes, part time

_____ C. No

8- How would you describe your present employer? Check (x) one.

_____ A. Restaurant
_____ B. Bakery
_____ C. Hotel food and beverage
_____ D. Corporation or institutional food service
_____ E. Food supplier
_____ F. Other related to food service (specify)_____
_____
_____ G. Not related to food service (specify)_____
_____

9- How would you describe your job? Check (x) one.

_____ A. Baked goods production
_____ B. Food production
_____ C. Food service
_____ D. Food supplier
_____ E. Other food management (specify)_____
_____
_____ F. Not related to food management (specify)_____
_____

10- If your present job is **NOT** related to Food Service Management, please check (x) the **BEST** reason why?

_____ A. Preferred to work in another field.
_____ B. Found better paying job in another field.
_____ C. Could not find a job in field of preparation.
_____ D. Worked previously in field of preparation, but changed.
_____ E. Preferred not to move to new locality.
_____ F. Temporary job while in transition (either in college between jobs or summer employment)
_____ G. Took job in order to get preferred working hours.
_____ H. Did not complete program or pass licensing test in order to be eligible to work in my field of preparation.
_____ I. Health problems prevented me from working in field of preparation.
_____ J. Other (specify)_____
_____

11- Please review the following skill areas and indicate how **important** this is in your present job. Check (x) one column for each skill.

Skill Area	Very Important	Important	Somewhat Important	Not Important
A. Written Communication	____	____	____	____
B. Oral Communication	____	____	____	____
C. Motivation of People	____	____	____	____
D. Training Line Personnel	____	____	____	____
E. Problem Solving Abilities	____	____	____	____
F. Ability to Coordinate Work with Various Departments	____	____	____	____
G. General Management Skills	____	____	____	____
H. Realistic Exercises Simulating Industry	____	____	____	____
I. Cost Control Concepts & Skills	____	____	____	____
J. Culinary Skills and Knowledge	____	____	____	____
K. Legal Requirements of Operations	____	____	____	____
L. Purchasing Skills	____	____	____	____
M. Basic Math Skills	____	____	____	____

12. Please review the following skill areas and indicate **how well you think you were prepared** by Harper College in this area. Check (x) one column for each skill.

Skill Area	Very Well	Well	Barely Adequate	Poorly
A. Written Communication	____	____	____	____
B. Oral Communication	____	____	____	____
C. Motivation of People	____	____	____	____
D. Training Line Personnel	____	____	____	____
E. Problem Solving Abilities	____	____	____	____
F. Ability to Coordinate Work with Various Departments	____	____	____	____
G. General Management Skills	____	____	____	____
H. Realistic Exercises Simulating Industry	____	____	____	____
I. Cost Control Concepts & Skills	____	____	____	____
J. Culinary Skills and Knowledge	____	____	____	____
K. Legal Requirements of Operations	____	____	____	____
L. Purchasing Skills	____	____	____	____

13. To what extent do you manage or supervise the work of other people? Check (x) one.

_____ A. Supervise or manage the work of over 20 people.
_____ B. Supervise or manage the work of 11-20 people
_____ C. Supervise or manage the work of 5-10 people.
_____ D. Supervise or manage the work of 1-4 people.
_____ E. Occasionally am a team leader or supervise some people.
_____ F. Never supervise or manage the work of others.

14- What is your full-time annual salary range? Check (x) one.
If you are employed part time, please CIRCLE the hourly rate for your response.

_____ A. Under $7,000 per year or $3.36 per hour.
_____ B. $ 7,000 - $ 8,999 per year or $ 3.37 - $ 4.32 per hour
_____ C. $ 9,000 - $ 9,999 per year or $ 4.33 - $ 4.80 per hour
_____ D. $10,000 - $11,999 per year or $ 4.81 - $ 5.76 per hour
_____ E. $12,000 - $14,999 per year or $ 5.77 - $ 7.20 per hour
_____ F. $15,000 - $19,999 per year or $ 7.21 - $ 9.61 per hour
_____ G. $20,000 - $25,000 per year or $ 9.62 - $12.02 per hour
_____ H. $25,000 - $30,000 per year or $12.02 - $14.42 per hour
_____ I. $30,000 - $35,000 per year or $14.42 - $16.83 per hour
_____ J. $35,000 - $40,000 per year or $16.83 - $19.23 per hour
_____ K. $40,000 - $50,000 per year or $19.23 - $24.04 per hour
_____ L. Over $50,000 per year or $24.04 per hour

15- In general, how satisfied are you with your present job? Check (x) one.

_____ A. Very satisfied

_____ B. Satisfied

_____ C. Not sure

_____ D. Dissatisfied

_____ E. Very dissatisfied

16- In what geographic area do you work? Check (x) one.

_____ A. Downtown Chicago
_____ B. Outer fringes of Chicago city limits
_____ C. Northwestern suburban area (Barrington, Hoffman Estates Schaumburg, Palatine, Mt. Prospect, Prospect Hgts., Rolling Meadows, Wheeling, Buffalo Grove, Elk Grove, Arlington Heights
_____ D. Other Chicago area suburbs
_____ E. Within 49 to 100 miles of Chicago
_____ F. In Illinois, more than 100 miles from Chicago
_____ G. Outside of Illinois - Please specify:_____

_____

17- How did you find your job? Check (x) one.

_____ A. Harper Placement Service
_____ B. The Illinois Job Service Office helped find it.
_____ C. The coordinator of the program helped find it.
_____ D. Another faculty member helped.
_____ E. A friend or relative helped.
_____ F. Newspaper ads
_____ G. Private employment agency
_____ H. Internship program at Harper
_____ I. Placement office of another college or high school.
_____ J. Found job on my own
_____ K. Professional association's placement service
_____ L. Working on the same job I had when enrolled at Harper, therefore have not looked for a job since leaving Harper.
_____ M. Through temporary employment service
_____ N. Employer found me.
_____ O. Found job through another source (specify)_____

_____

EVALUATION ITEMS

18- Look over the following food service courses and if you took them, rate how beneficial they were to you. Check (x) one column for each course.

Course	Very Beneficial	Beneficial	Of Little or No Benefit	Did not Take Course
FSM090/FSM107 Basic Quantity Bread and Pastry	_____	_____	_____	_____
FSM091/FSM108 Advanced Quantity Bread and Pastry	_____	_____	_____	_____
FSM095/FSM109 Basic Quantity Culinary Arts	_____	_____	_____	_____
FSM096/FSM110 Advanced Quantity Culinary Arts	_____	_____	_____	_____
FSM111/Intro. to Food Service	_____	_____	_____	_____
FSM112/Quantity Food Production	_____	_____	_____	_____
FSM113/Quantity Food Service	_____	_____	_____	_____
FSM114/Food Standards and Sanitation	_____	_____	_____	_____
FSM115/Menu Planning	_____	_____	_____	_____
FSM210/Hospitality Facility Maintenance	_____	_____	_____	_____
FSM211/Purchasing and Storage	_____	_____	_____	_____
FSM212/Food Service Supervision	_____	_____	_____	_____
FSM213/Seminar and Internship	_____	_____	_____	_____
FSM214/Cost Control	_____	_____	_____	_____
FSM215/Restaurant Layout and Equipment	_____	_____	_____	_____
FSM216/Intro. to Wines & Spirits	_____	_____	_____	_____
FSM230/Hospitality Law and Risk Management	_____	_____	_____	_____

19- Do you have any suggestions for changes in the curriculum or additional courses which would help you now in your present situation?_____

_____

_____

20- Which of the following food service professional associations do you belong to and how active are you? Check (x) one column for each association.

Professional Association	Active	Belong but Not Active	Do not Belong
A. Food Service Executives Assoc.	_____	_____	_____
B. Chef's de Cuisine	_____	_____	_____
C. Club Managers Association	_____	_____	_____
D. Other (specify_____	_____	_____	_____
_____			
E. Other (specify_____	_____	_____	_____
_____			

21- How would you evaluate the faculty in the Food Service Program. Make any comments you care to at this time._____

_____

_____

_____

_____

22- Should Harper develop a program in the hospitality field which would transfer to a baccalaureate program at a four-year college or university? Check (x) one.

_____ A. Yes - one concentrating on lodging

_____ B. Yes - one concentrating on travel

_____ C. Yes, one concentrating on (specify)_____

_____

_____ D. No

Operational Staff:

Janice A Cook, Administrative Secretary

Karla Hill, Research Clerk

Salome Joseph
Linda Goers
Donna Woodruff
Rebecca Karbacki
Karen Holmer
Lauren Cook

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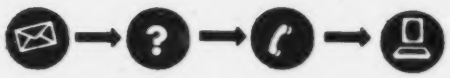
William Rainey Harper College
1200 West Algonquin Road
Palatine, Illinois 60067-7398

Office
of
Planning
and
Research



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